

Arizona Department of Health Services  
Division of Behavioral Health Services  
Maricopa County Contract HP632209  
Frequently Asked Questions  
June 12, 2007

FAQs for Behavioral Health Recipients, Family Members, Providers and Other Stakeholders

ADHS has awarded the Maricopa County Regional Behavioral Health Authority (RBHA) contract, effective September 1, 2007, to Magellan Health Services, a private, publicly-held, for profit health care company whose Arizona Magellan Service Center is located at 4129 East Van Buren Street, Phoenix Arizona 85008, (602) 273-2300. Magellan has provided managed care services for Medicaid recipients since 1995 and has managed 22 government contracts in its health plan and public sector divisions in the last 5 years. Magellan has a demonstrated track record of commitment to recovery and resilience and sharing governance with enrolled persons and families. The following are some of the questions that have been asked about the new contract.

**General Information**

***What is the Maricopa County Regional Behavioral Health Authority (RBHA) contract for?***

The contract requires Magellan to administer a managed care behavioral health delivery system in Maricopa County. The populations covered under this contract include:

- Title XIX and Title XXI eligible children and adults;
- DDD eligibility key codes listed in the ADHS/DBHS Provider Manual, except for DDD Title XIX and Title XXI eligible Native Americans enrolled with a Tribal Contractor;
- Persons who are determined to have a serious mental illness in accordance with the Serious Mental Illness Eligibility Determination policy requirements in the ADHS/DBHS Provider Manual; and
- Non-Title XIX and non-Title XXI eligible persons who have not been determined to have a serious mental illness, but are otherwise eligible for behavioral health services, including prevention services.

***How did the selection process work?***

The Arizona Procurement Code A.R.S. 41-2501 et.seq., governed the procurement process which required proposal to be submitted. The proposals required responses to a series of questions pertaining to the Offeror ability to administer and manage behavioral health programs within Maricopa County. The questions addressed the following:

- administration
- organization
- experience
- collaboration and performance
- implementation
- community input and reinvestment
- management information systems
- managing care
- finance and rates
- service delivery systems
- network development
- network management
- quality management grievance and appeals
- compliance
- conformance to special terms and conditions

Arizona Department of Health Services  
Division of Behavioral Health Services  
Maricopa County Contract HP632209  
Frequently Asked Questions  
June 12, 2007

- conformance to the requirements of the solicitation

Each written proposal was evaluated in accordance with the evaluation criteria published in the solicitation document (HP632209), using a scoring tool which contained 1200 measurable scoring criterion. Subsequent to scoring the written proposals, site visitations were held with each of the three Offerors to verify the Offerors' experience as set forth in their written proposals. Based on the scores resulting from the evaluation of the written proposals and the site visit confirmations, the Offeror with the highest percentage of points was identified as susceptible for award. Next, the ADHS Procurement Officer made a recommendation for contract award to the ADHS Deputy Director and finally the contract was awarded on June 12, 2007.

***How many companies submitted proposals?***

Three companies submitted proposals: Magellan Health Services of Arizona, Inc., Cenpatico and ValueOptions.

***What changes are in the new contract compared to the old contract?***

There are many differences between the two contracts primarily related to expectations and enforcement. Three main differences between the old contract and the new contract are that in the new contract, the RBHA is not permitted to directly provide behavioral health services. This eliminates the inherent conflict of the RBHA as a managed care company having to monitor itself as a provider. The second difference is that consumers will be provided a choice of providers from provider network organizations (PNO). The third difference is that the contract provides enhanced incentives and penalties tied to the RBHA's performance and clinical/administrative outcomes for children and their families and for adults with serious mental illness, in accordance with the Arnold lawsuit.

***What will the RBHA do?***

The RBHA is responsible for managing and administering the behavioral health services in Maricopa County and managing behavioral health care for persons who are eligible to receive services. In addition the RBHA:

- performs credentialing and privileging of the providers and networks,
- processes data submitted by the providers in order to pay the providers,
- develops, manages and conducts financial oversight of the network of providers,
- assures the network of providers is sufficient to meet the needs of persons eligible to receive behavioral health services,
- provides information and referral services to the community,
- uses managed care tools and methods including quality management, utilization management and care management to assess and improve the quality of care and services delivered,
- resolves complaints, grievances and appeals,
- provides education and training for RBHA and provider staff and the community, and
- has in place viable business continuity, disaster recovery and an emergency preparedness plan.

The RBHA may subcontract with providers for delivery of the services below; however the programs, services and grants are managed by the RBHA and not through a provider, a PNO or the Crisis Response Network:

- Correctional Officer/Offender Liaison Program,
- Housing,

Arizona Department of Health Services  
Division of Behavioral Health Services  
Maricopa County Contract HP632209  
Frequently Asked Questions  
June 12, 2007

- Employment Development and Management,
- Jail Diversion Program,
- Mental Health Drug Court Activities,
- Pharmacy Benefits Management,
- Pre-Admission Screening and Resident Review (PASRR) Evaluations,
- Laboratory and Radiology Services,
- Sign Language, Translation and Interpretation Services, and
- The Substance Abuse Prevention and Treatment Performance Partnership Block Grant and the Center for Mental Health Services Block Grant administration.

***How many Provider Network Organizations are there?***

There will be three Children's Provider Network Organizations and two Adult Provider Network Organizations.

***What will the Provider Network Organizations do?***

The Provider Network Organizations will be in place prior to the contract start date of September 1, 2007 and will be developed around the values of enrollee choice, cultural diversity, recovery for adults, and resiliency for children and their families. The Provider Network Organizations will offer the full array of covered behavioral health services throughout Maricopa County. Case management services for persons with a serious mental illness and children with complex needs will be provided by the Provider Network Organizations. The Provider Network Organizations will be the first to respond to enrolled persons who are experiencing a behavioral health crisis.

***What part does the Crisis Response Network play?***

The Crisis Response Network will respond to behavioral health emergencies 24 hours a day, 7 days a week, 365 days a year. Crisis services are delivered through the Crisis Response Network including mobile crisis teams, dedicated toll-free crisis telephone lines, response including transfers to 911, rapid response to evaluate persons in emergency departments or in the community, rapid response to evaluate children and youth at risk for or who have been removed from their homes, crisis transportation and coordination with the RBHA's Care Management department when inpatient services are needed.

***How long is the contract for?***

The contract begins on the Contract Start Date, which is September 1, 2007, and runs through June 30, 2010 for a three fiscal year term with the option to extend the contract for two one-year periods of time.

**Service Delivery**

***Will I be able to go to the same clinic or provider(s)?***

Yes. Magellan fully intends to contract with all providers currently serving RBHA enrolled persons and family members in Maricopa County. Therefore, no change in assignment of clinic or provider will occur on September 1, 2007 when Magellan begins operations as the Maricopa County RBHA, unless it is at the request of the person or family receiving services, or based on a change in person's or family's needs.

***Will my services remain the same?***

Yes. There will be no change in services on September 1, 2007 when Magellan begins operations as the Maricopa County RBHA, unless it is at the request of the person or family receiving services, or based on a change in person's or family's needs.

Arizona Department of Health Services  
Division of Behavioral Health Services  
Maricopa County Contract HP632209  
Frequently Asked Questions  
June 12, 2007

***Will there be any interruptions in services or medications?***

No. There should be no interruptions in services or medications due to the change from ValueOptions to Magellan.

***Can I use the same pharmacy?***

Yes. The pharmacy options will remain the same through August 31, 2007. As ADHS and Magellan work through the contract transition, more information will be posted about pharmacy services.

***Will my housing or residential services change?***

No. There will be no change in housing or residential services as a result of Magellan beginning operations as the Maricopa County RBHA on September 1, 2007.

***Will providers still come to my home to deliver services?***

Yes. Magellan will ensure provision of the full range of covered behavioral health services, including home-based services, based on the need of the person and/or family.

***Will there still be evening and weekend appointments available?***

Yes. Magellan will ensure availability of weekend and evening appointments for specific services within clinics and PNOs.

***Will my case manager, doctor, Child and Family Team, CFT Facilitator, or Adult Clinical Team remain the same?***

Yes. There will be no change in provider/clinic staff working with person and/or family on September 1, 2007 when Magellan begins operations as the Maricopa County RBHA, unless it is at the request of the person or family receiving services or based on a change in person's or family's needs.

***Will the phone number to the Crisis System, my Direct Care Clinic or provider change?***

No. During the transition from ValueOptions to Magellan, the telephone number for the Crisis Line will remain the same (602) 222-9444. The transition begins as of the date the contract is awarded, June 7, 2007, and continues through August 31, 2007. Magellan will become the RBHA on September 1, 2007. If the Crisis Line telephone number will change as of September 1, 2007, it will be widely published in advance. The Direct Care Clinic and provider telephone numbers will remain the same.

***Will I have a choice of Direct Care Clinics until these services transition to the Provider Network Organizations?***

Yes. Choice of existing Direct Care Clinics (for persons with a Serious Mental Illness) will remain an option until the services are transitioned to the Provider Network Organizations (PNOs). Once the transition to PNOs has occurred, enrolled persons and families will be able to choose their PNO.

***Will the commitment to recovery continue?***

Yes. Magellan has stated a commitment to recovery oriented services through a variety of programs and strategies including, but not limited to, the following:

- Inclusion of a Chief Recovery and Resiliency Officer and a Chief System Transformation Officer to ensure that there is high-level commitment to recovery principles and approaches
- Self-Directed Care Program for Persons with a Serious Mental Illness

Arizona Department of Health Services  
Division of Behavioral Health Services  
Maricopa County Contract HP632209  
Frequently Asked Questions  
June 12, 2007

- Provision of in-home and community supports, housing, rehabilitative and employment services.
- Specialized recovery strategies for transition age youth (15 – 25), adults (25 – 64), and older adults (65 and over)

***How will families and consumers continue to be involved?***

Magellan has identified a strong commitment to family involvement. Examples of proposed family involvement include:

- Partnership with local family organizations to ensure families are involved in all aspects of the system
- Family orientations
- Contracting with Maricopa County family-operated programs to participate in RBHA transition/implementation activities, including preparation of informational materials, and educational meetings with families
- Membership on boards and councils including, but not limited to the Governance Board, and the Child, Family, and Stakeholder Advisory Council.
- Expansion of the number of family support partners in the system
- Employment or contract with family members to assist in the development and monitoring of the children's system
- Adherence to the 12 Principles and the CFT process in service delivery.

A clear strength of Magellan's approach is the development of a shared governance structure that will give voice and decision-making authority to recipients, their family members, community stakeholders, providers, and the PNOs themselves. By giving representatives of these communities a role in decision making, we ensure that all concerns are represented and everyone has an investment in ensuring positive outcomes. One of the first actions of the RBHA's shared Governance Board will be to create an Ad Hoc Service Delivery Transition Committee (SDTC) to oversee all direct operations that the RBHA will be responsible for on day one (the Direct Care Clinics), as well as the three phases of the transition as required by the RFP. Membership will include 50 percent Magellan representatives from the RBHA and 50 percent membership from the recipients, stakeholders, providers, and PNOs.

***Will I have a choice of providers?***

Yes. Enrolled persons will have a choice of providers and may change providers at any time. Enrolled persons who wish to change providers may contact a Customer Service Associate or a Care Manager, who will assist them in choosing new providers for enrolled persons receiving general mental health or substance abuse services during the first 30 to 36 months. For persons enrolled with PNOs who want to change providers, the PNO will facilitate the process and monitor the person's experience with the new provider.

***Will I have a choice of Provider Network Organizations?***

Yes, you may select the PNO of your choice. For persons or families who request assistance in selecting a PNO, Magellan CSAs and care managers will work with the person and family to identify preferences and individual needs and refer to the PNO that has the most appropriate services and providers to meet those needs and can make those services available within required time frames. In instances in which all PNOs have an equal capacity to meet the person's or family's needs and the person/family does not express a specific preference, the person/family will be assigned to a PNO on a rotating basis.

***How do I get services if I am experiencing a behavioral health crisis?***

Persons experiencing a crisis may call Magellan's Maricopa County Regional Behavioral Health Authority (RBHA) dedicated crisis line. Individuals in crisis also may go directly to a psychiatric

Arizona Department of Health Services  
Division of Behavioral Health Services  
Maricopa County Contract HP632209  
Frequently Asked Questions  
June 12, 2007

recovery center or to their regular treatment provider for assessment and triage to an appropriate level of care.

The crisis response system will remain as it currently is through August 31, 2007. To obtain crisis services through August 31, 2007, call the same crisis line number (602) 222-9444 or the customer service/access line at (800) 564-5465.

As of September 1, 2007, Magellan will contract with a Crisis Response Network that will provide crisis telephone services. In the event that the crisis line telephone number changes, the new number will be widely published in advance.

In the event that the person or the family goes directly to the Psychiatric Recovery Center or Detoxification Center, crisis stabilization will occur immediately. If Magellan is contacted subsequent to the admission, Magellan will not deny initial treatment in an emergency. Magellan will require the Provider Network Organizations to have their staff co-located at the Psychiatric Recovery Centers in order to provide a first level of response to enrolled persons.

Also, persons may contact providers when experiencing a behavioral health crisis. Magellan will require through its subcontracts that providers use the full range of service options when intervening to resolve the crisis. Providers may interact with the Crisis Response Network to obtain necessary mobile crisis response. Magellan has committed to work with providers to expand operating hours.

***Will any services need to be authorized prior to services being delivered?***

Magellan will prior authorize Level I psychiatric hospital (except in the case of an emergency), Level I sub-acute services, and Level I residential treatment center services in accordance with the ADHS/DBHS Provider Manual. Magellan will request approval from ADHS before September 1, 2007 to prior authorize psychological and neuropsychological testing, electroconvulsive therapy (ECT) services, and specific pharmacy practices.

***What will happen to my medical record?***

Your medical record will follow you and automatically be transferred to the service provider.

***Will I have to sign a new authorization to release or share my behavioral health information?***

Yes. Persons receiving services who have signed an authorization for ValueOptions to release or share behavioral health information will be asked to sign a new authorization for Magellan to be able to release or share behavioral health information on or after September 1, 2007.

***Will my co-payment(s) change?***

No. The cost of services, including co-payments, is based on several factors including a person's Title XIX/XXI or SMI eligibility, and type of service. The cost is calculated using guidelines and a sliding fee scale established by the Arizona Department of Health Services. The guidelines and sliding fee scale will not change based on a change in the Maricopa County RBHA. For additional information, please reference Provider Manual Section 3.4 Co-payments (via internet at [http://www.azdhs.gov/bhs/provider/sec3\\_4.pdf](http://www.azdhs.gov/bhs/provider/sec3_4.pdf) or hard copies available through Magellan or provider agency).

***Will I still have assistance in obtaining and keeping benefits such as AHCCCS and social security?***

Yes. The Arizona Department of Health Services requirements related to assistance with benefits will not change based on Magellan assuming operation as the Maricopa County RBHA.

Arizona Department of Health Services  
Division of Behavioral Health Services  
Maricopa County Contract HP632209  
Frequently Asked Questions  
June 12, 2007

on September 1, 2007. System staff will receive training on Coordination of Benefits; conduct Eligibility Screening for AHCCCS Health Insurance, Medicare Part D Prescription Drug Coverage, and the Limited Income Subsidy Program; and assist with the AHCCCS application process as needed. Assistance with additional benefits may be provided to persons with a Serious Mental Illness, as needed.

***Will the grievance and appeal process remain the same?***

Yes, the grievance and appeals processes will remain the same.

***Who do I contact if I have a problem or complaint (e.g if I do not receive a return call from my clinic or have problems getting my medication)?***

Persons with a problem or complaint should first try to reach a solution with the entity with which the issue exists (e.g. provider /PNO). If successful resolution is not achieved, through August 31, 2007 contact either the ValueOptions Customer Service/Access Line at 1-800-564-5465, TTY 602-914-5809 or the ADHS/DBHS Customer Service at 602-364-4558. As of September 1, 2007, contact the Magellan Customer Service Line (number will be available and widely published prior to contract start date) or the ADHS/DBHS Customer Service Line at 602-364-4558.

***Who can I talk to if I feel anxious about the change in RBHAs?***

Magellan has arranged with each of the five consumer-operated service programs to assist persons with serious mental illness during the transition. The services will include information dissemination provided in multiple locations beyond their own center-based locations through multiple sources and modalities. Information can be provided through "transition ambassadors" hired by the programs. You can contact the programs below for support during the transition:

- Survivors On Our Own (SOON)
- SELFF, Inc.
- North Phoenix Visions of Hope
- Center for Health Enlightenment Enrichment Empowerment Renewal Services (CHEEERS)
- Recovery Empowerment Network (REN)

In order to meet the needs of children and families during the transition, Magellan has arranged with the following Maricopa County family-operated programs:

- Mentally Ill Kids In Distress (MIKID)
- The Family Involvement Center (FIC)

As always, you can contact your case manager or provider or the ValueOptions or ADHS/DBHS Customer Service Lines for assistance.

**Information for Providers**

***How will I know about the status of my contract with the RBHA?***

Magellan has structured a network development and management plan to accommodate funding, contracting, and reimbursement methodologies needed to ensure that there is no disruption in care during the transition to Magellan. . Magellan also will take steps to ensure that providers remain financially solvent and that no providers are harmed due to potential cash flow issues during the transition. To find out about the status of a contract with Magellan, contact the Magellan Network Administrator at (602) 273-2300.

Arizona Department of Health Services  
Division of Behavioral Health Services  
Maricopa County Contract HP632209  
Frequently Asked Questions  
June 12, 2007

***How will Magellan for Maricopa select providers?***

In selecting qualified service providers for a subcontract, Magellan, its Provider Network Organizations or the Crisis Response Network shall evaluate the following information: Quality Management data, including, at a minimum, appointment availability data; complaint data; patterns of concerns reported by eligible or enrolled persons; performance on current and previous subcontracts; satisfaction survey data; results from Independent Case Reviews and other reviews/audits; unmet needs data; grievance and appeals data; network management and contracting data, for example, geographic location and cultural or unique service delivery considerations, and issues, concerns, and requests from ADHS and other State agency personnel or system stakeholders. In selecting providers for a subcontract, Magellan or its Provider Network Organizations or the Crisis Response Network shall require providers to: 1) register with AHCCCSA (or ADHS as applicable), 2) obtain a unique National Provider Identifier (NPI), 3) operate within the scope of their practice, and 4) obtain and maintain all applicable insurance

***Who is responsible for payment for services?***

ValueOptions is responsible for payment for services provided through August 31, 2007. Magellan is responsible for payment for services provided on September 1, 2007 and afterward through Magellan's contract term.

***Will the Meet Me Where I Am Campaign continue?***

Yes. The Meet Me Where I Am Campaign is designed to serve as a catalyst to increase the delivery of targeted support and rehabilitative behavioral health services to children, youth and their families in an effort to keep children and youth in the home or a home-like setting and to support them in achieving success in school, avoiding delinquency, and becoming stable and productive members of society. The Campaign is not associated with a particular managed care entity; it is the statewide effort to improve child and youth behavioral health service delivery.

***What is the start date for the Children's Provider Network Organizations?***

The three Children's Provider Network Organizations will be in place on September 1, 2007.

***What is the start date for the Adult Provider Network Organizations?***

The Adult Provider Network Organizations will phase in over a period of 24 months beginning September 1, 2007. Three of the current Direct Care Clinics will transition to an Adult PNO within 210 days of the contract start date; six more within 12 months; seven more within 18 months, and the remainder within 24 months.

***What is the provider's obligation to the person and family who is experiencing a behavioral health crisis?***

The provider will be contractually required to use its full range of service options to intervene and resolve the behavioral health crisis. Providers may interact with the Crisis Response Network to obtain necessary mobile crisis response. Magellan has committed to work with providers to expand operating hours. Magellan will require the Provider Network Organizations to have their staff co-located at the Psychiatric Recovery Center in order to provide a first level of response to enrolled persons.

***How will the sufficiency of the provider network be maintained?***

Magellan is responsible to assess and maintain the sufficiency of the provider network. Magellan will continuously monitor, report, and adjust network sufficiency throughout the year. Magellan will conduct monitoring through an analysis of data elements from three domains for all PNOs, providers, the Crisis Response Network and the Direct Care Clinics until the clinics are fully



Arizona Department of Health Services  
Division of Behavioral Health Services  
Maricopa County Contract HP632209  
Frequently Asked Questions  
June 12, 2007

transitioned under the PNOs. The three domains are administrative data and database extracts; provider organizational and structural information and practice patterns; and consumer input and feedback.

***Will consumer operated and consumer directed provider agencies continue to be part of the RBHA's geographic network?***

Yes. In fact, Magellan has stated it will substantially expand funding for consumer-operated and consumer-delivered services from the current 0.5 percent to 3 percent.

**Contract Implementation**

***What happens now?***

ADHS will immediately begin meeting with Magellan and ValueOptions to effect a smooth transition keeping the following goals in mind:

- The transition between contracts and RBHAs is seamless and transparent to the enrolled person and family,
- Interruptions in service delivery are prevented,
- Continuity of care to enrolled persons and their families is promoted and provided during the transition between RBHAs,
- Providers are paid,
- RBHA employees are paid, and
- Contract requirements are complied with during the transition.

Magellan will submit a transition/implementation plan to ADHS within 14 days of the contract award date. ADHS and Magellan will finalize the transition/implementation plan by the first week of July, 2007.

***How can I get more information?***

For procurement information or to obtain a copy of the proposals, call the ADHS Procurement Office at (602) 542-1040 or email [boswellk@azdhs.gov](mailto:boswellk@azdhs.gov). For more information about contract implementation, call the ADHS Office of the Deputy Director at (602) 364-4518 or email [froioan@azdhs.gov](mailto:froioan@azdhs.gov).